

## Electronic Acknowledgement Receipt

<b>EFS ID:</b>	4651267
<b>Application Number:</b>	09690566
<b>International Application Number:</b>	
<b>Confirmation Number:</b>	1577
<b>Title of Invention:</b>	SYSTEM AND METHOD FOR DETERMINING AND REDUCING CUSTOMER SERVICE IMPACT
<b>First Named Inventor/Applicant Name:</b>	Michael P. Lilly
<b>Customer Number:</b>	27557
<b>Filer:</b>	Bruce D. George/rachel mcguinness
<b>Filer Authorized By:</b>	Bruce D. George
<b>Attorney Docket Number:</b>	119645-00103.118
<b>Receipt Date:</b>	21-JAN-2009
<b>Filing Date:</b>	17-OCT-2000
<b>Time Stamp:</b>	17:30:57
<b>Application Type:</b>	Utility under 35 USC 111(a)

### Payment information:

Submitted with Payment	yes
Payment Type	Deposit Account
Payment was successfully received in RAM	\$ 1300
RAM confirmation Number	3639
Deposit Account	022555
Authorized User	

The Director of the USPTO is hereby authorized to charge indicated fees and credit any overpayment as follows:

Charge any Additional Fees required under 37 C.F.R. Section 1.21 (Miscellaneous fees and charges)

File Listing:					
Document Number	Document Description	File Name	File Size(Bytes)/ Message Digest	Multi Part /.zip	Pages (if appl.)
1	Miscellaneous Incoming Letter	119645_00103_118_Amendment_Transmittal.pdf	131115	no	4
			7a4d42cdbc9ba3612f904bc089984fb2dcc0b282		
Warnings:					
Information:					
2	Extension of Time	119645_00103_118_Petition_for_Two_Month_Extension_of_Time.pdf	59316	no	1
			d14ce6f4491255fe92b3a4ee32200e2c226a2e60		
Warnings:					
Information:					
3	Request for Continued Examination (RCE)	119645_00103_118_Request_for_Continued_Examination.pdf	70918	no	1
			f2329e7c4614c08b0ebca6f3c9d22584018f8cc6		
Warnings:					
This is not a USPTO supplied RCE SB30 form.					
Information:					
4		119645_00103_118_Amendment_to_Final_Office_Action_Dated_8_18_2008.pdf	568271	yes	18
			65fbbba36cd02706ffd86fb65109e2d9a472b960		
	Multipart Description/PDF files in .zip description				
	Document Description		Start	End	
	Claims		1	16	
	Applicant Arguments/Remarks Made in an Amendment		17	18	
Warnings:					
Information:					
5	Fee Worksheet (PTO-06)	fee-info.pdf	32393	no	2
			a4a03636f2cc7334c286470484415b5baa1282de		
Warnings:					
Information:					
Total Files Size (in bytes):			862013		

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**New Applications Under 35 U.S.C. 111**

**If a new application is being filed and the application includes the necessary components for a filing date (see 37 CFR 1.53(b)-(d) and MPEP 506), a Filing Receipt (37 CFR 1.54) will be issued in due course and the date shown on this Acknowledgement Receipt will establish the filing date of the application.**

**National Stage of an International Application under 35 U.S.C. 371**

**If a timely submission to enter the national stage of an international application is compliant with the conditions of 35 U.S.C. 371 and other applicable requirements a Form PCT/DO/EO/903 indicating acceptance of the application as a national stage submission under 35 U.S.C. 371 will be issued in addition to the Filing Receipt, in due course.**

**New International Application Filed with the USPTO as a Receiving Office**

**If a new international application is being filed and the international application includes the necessary components for an international filing date (see PCT Article 11 and MPEP 1810), a Notification of the International Application Number and of the International Filing Date (Form PCT/RO/105) will be issued in due course, subject to prescriptions concerning national security, and the date shown on this Acknowledgement Receipt will establish the international filing date of the application.**